GOVERNMENT OF INDIA
TOURISM
LOK SABHA

STARRED QUESTION NO:504
ANSWERED ON:10.04.2017
Crime against Foreign Tourists
Chaudhury Shri Jitendra;Muddahanumegowda Shri S.P.

Will the Minister of TOURISM be pleased to state:

(a) whether there has been an increase in the incidents of crime against foreign tourists in the country and if so, the details thereof along with the complaints received during the last two years, State/UT-wise and action taken by the Government thereon;
(b) the effective steps taken/being taken by the Government to curb these crimes and to promote Indian tourism amongst foreign nationals;
(c) whether the Government has formulated guidelines for safe, secured and dignified tourism and if so, the details thereof; and
(d) whether the Government has any plan to convene meetings on regular intervals with State Governments/UTs to review the safety measures for tourists and if so, the details thereof?

Answer

MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)
(DR. MAHESH SHARMA)

(a) to (d): A Statement is laid on the Table of the House.

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STATEMENT IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO.*504 ANSWERED ON 10.04.2017 REGARDING CRIME AGAINST FOREIGN TOURISTS.

(a): No, Madam.

The National Crime Records Bureau (NCRB), Ministry of Home Affairs, Govt. of India, has informed that as per available information, a total of 384 cases in 2014 and 271 cases in 2015 were registered under crime against the foreign tourists showing a decrease of 29.4% during 2015 over 2014. NCRB has also informed that it does not maintain separate data on complaints received.

'State/UT-wise' and 'crime head wise' data for cases registered for crimes against foreign tourists for the year 2014-2015 is enclosed at Annexure I & II, respectively.

(b): The measures taken by Ministry of Tourism to ensure the safety and security of tourists including foreign tourists are as given below:

i) The Ministry of Tourism has launched the 24x7 Toll Free Multi-Lingual Tourist Info-Helpline on the toll free number 1800111363 or on a short code 1363 in 12 Languages including 10 international languages and in Hindi & English in February 2016, for domestic and foreign tourists to provide support service in terms of information relating to Travel in India and also offers appropriate guidance to tourists in distress while travelling in India.
ii) Ministry of Tourism has launched an initiative of presenting pre-loaded SIM Cards at the Indira Gandhi International Airport, New Delhi and Cochin Airport to foreign tourists arriving in India on e-Visa with the objective of providing instant connectivity.
iii) A Welcome card with "Tips to enjoy your stay" is being handed over to foreign tourists on arrival to make the visit of tourists a memorable experience.
iv) The State Governments/Union Territory Administrations of Andhra Pradesh, Goa, Karnataka, Kerala, Maharashtra, Himachal Pradesh, Rajasthan, Jammu & Kashmir, Uttar Pradesh, Delhi, Punjab, Madhya Pradesh and Odisha have deployed Tourist Police, in one form or the other.
v) The Ministry of Tourism has launched Social Awareness Media Campaigns with the objective of sensitizing stakeholders in the tourism industry as well as the masses and general public about the importance of good conduct and behavior towards tourists and to reinforce the spirit of 'Atithidevo Bhava'.

(c): Ministry of Tourism in the year 2010, has launched code of conduct to be adopted by the Indian travel and tourism industry for Safe and Honourable Tourism with the objectives to encourage tourism activities to be undertaken with respect to basic rights like dignity, safety and freedom from exploitation of both tourists and local residents, in particular women and children.

The Ministry of Tourism has issued the Guidelines on Safety and Security of Tourists for State Governments/Union Territories and Tips for Travellers in September 2014 to stress the importance of safety and risk management, assist in identifying best practices and encourage closer cooperation for ensuring a pleasant experience to the tourists. The Guidelines are indicative references that may be

useful to the States in sharing or adopting the best practices and design their domestic measures to better protect tourists.

(d): The Ministry of Tourism conducts a constant dialogue with State Governments/Union Territory Administrations, various tourism related institutions and stakeholders for drawing up strategies for development and promotion of tourism in the country including safe and honourable Tourism.

Ministry of Tourism organized the National Tourism Ministers' Conference on 18th July, 2013 and 21st August 2014 in New Delhi in which it was resolved that the Departments of Tourism of all States and UTs will work for ensuring the safety and security of tourists, especially women.

The Chief Ministers of the State Governments and Administrators of Union Territory Administrations have been advised to take immediate effective steps for ensuring a conducive and friendly environment for all tourists and also requested them to publicize the steps being taken/proposed to be taken to increase the sense of security amongst the present/prospective visitors and also to counter the negative publicity, if any.

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